

WHAT IS CLAIMED IS:

1. A method of processing a call using a web page displayed on a user client computer, comprising:

receiving at a server system a user call request, including a uniform resource locator (URL) corresponding to a networked resource, generated at least partly in response a user activating a web page call request control;

downloading to the client computer data for a first telephone number corresponding to the URL;

requesting, using a call client, that a call connection be established between the user client computer and a communication terminal corresponding to the telephone number; and

establishing the requested call connection.

2. The method as defined in Claim 1, wherein the first telephone number is that of a call service center of an enterprise associated with the web page.

3. The method as defined in Claim 1, wherein the call connection is established via a VoIP (Voice over Internet Protocol) gateway.

4. The method as defined in Claim 3, further comprising verifying that the user is qualified to access the VoIP gateway.

5. The method as defined in Claim 1, wherein the data for the first telephone number is downloaded as part of a file containing data for a plurality of other telephone numbers.

6. The method as defined in Claim 1, wherein the call client is downloaded from the server system to the user client computer at least partly in response to determining that the call client is not installed on the user client computer.

7. The method as defined in Claim 1, wherein the data for the first telephone number is downloaded at least partly in response to determining that a file containing the data for the first telephone number is not already present on the user client computer.

8. The method as defined in Claim 1, wherein the call connection request is made in response to the user selecting a name associated with the first telephone number.

9. The method as defined in Claim 1, further comprising downloading call client skin information corresponding to an enterprise associated with the web page, wherein the skin information is used to customize the call client.

10. The method as defined in Claim 1, wherein the networked resource is a web page.

11. The method according to Claim 1, further comprising transferring user information provided by the user to a customer service center using an instant messenger.

12. The method as defined in Claim 1, further comprising:

10 receiving at the server system a second user call request generated by the user activating a second web page call request control which submits a uniform resource locator (URL) corresponding to a second networked resource; and

15 downloading call client skin information corresponding to an enterprise associated with the second web page.

13. A method of establishing a call using a web page displayed on a user system, comprising:

20 receiving from the user system a user call request, including a uniform resource locator (URL) corresponding to a networked resource, initiated by a user activating a call request function provided on a web page associated with a first enterprise;

transferring to the client system a call client at least partly in response to the user call request;

25 transferring to the client system data for a plurality of telephone numbers, including a plurality of department names associated with corresponding telephone numbers;

requesting, at least partly in response to the user selecting at least one of the department names, that a call connection be established between the user client computer and the department whose name was selected; and

completing the requested call connection.

30 14. The method as defined in Claim 13, further comprising generating accounting information for the call connection.

15. The method as defined in Claim 13, further comprising generating a detailed call record upon the call connection being ended.

16. The method as defined in Claim 13, further comprising determining an amount of calls initiated using the URL.

5       17. The method as defined in Claim 13, further comprising downloading an embedded program to the client system, the embedded program having as parameters a customer file and a URL for the call client.

18. The method as defined in Claim 13, further comprising transferring to the client system skin data corresponding to the enterprise.

10      19. A call processing system, the system comprising:

15            a first server configured to receive a uniform resource locator (URL) sent by a user system, wherein the URL corresponds to a network resource of a first enterprise, the URL sent at least partly in response to a user call request established as a result of a user activating a web page call request control, the server further configured to transfer to the user system a telephone number corresponding to the first enterprise in response to receiving the URL;

20            a call client configured to be executed by the user system and to request a call connection to a telephone number provided by the first server;

                a skin server configured to provide information for customizing the call client in accordance with characteristics of the enterprise; and

                a call connecting system configured to connect a call to an enterprise communication device corresponding to the telephone number, the call connecting system including a Voice over Internet Protocol gateway.

25      20. The call processing system as defined in Claim 19, wherein the call connecting system further comprises a connection management server configured to manage the call connection, and a billing system configured to generate call accounting information.

                21. The call processing system as defined in Claim 19, further comprising an administration server configured to administer the call processing system.

30      22. The call processing system as defined in Claim 19, wherein the first server and the skin server are included in the same server system.

23. A method of processing a call via a web page of an enterprise, comprising the steps of:

receiving a user call request via the web page, the request including a URL;

5       downloading a call client and a customer file containing data for a plurality of telephone numbers of a first enterprise corresponding to the URL;

requesting a call connection via the call client to a first telephone number contained within the customer file to establish communication between the user and an enterprise customer service center corresponding to the first telephone  
10      number; and

if a URL of a second enterprise is input over the call client, accessing the enterprise site of the second enterprise and changing the design of the call client.

24. The method according to Claim 23, further comprising transferring information input by the user to the customer service center using one of an instant messenger and a customer information transfer browser.

15      25. The method according to Claim 23, wherein the customer file includes a virtual telephone number directory containing names and telephone numbers of an enterprise client.